

Grant William Shull

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Professional Summary

Versatile, practical, innovative, system engineer, scrum master & coach often serving as cross-over utility player, or player/coach on development teams by bringing to bear substantial, and broadly applicable experience forming technically excellent, self-optimizing, creative teams geared toward delivering the maximum practical impact possible; Servant-leader who implemented the Knowledge Management (KM) system for all of IBM Global Services (known as ICM) to help IBM be the leader in implementing Agile-at-scale enterprise throughout the world; pioneer of the Cynefin Framework mechanism that drives all of Agility in all of its contemporary manifestations.

Adroit technologist, who is also skilled at the co-dreaming, enhancement of team empathy, brainstorming, JAD facilitation, and technical leadership necessary for perpetually augmenting the continuous integration & delivery of systems that create evergreen delight for the often-demanding customers that make up the majority of today's ever-accelerating high-tech marketplace.

Deeply skilled technician who is highly capable of normalizing, hardening, transforming, and dynamically redacting data (especially with respect to using FHIR to transform & modernize healthcare-oriented systems), so that all ranges, forms & formats of the data can be broadly applied to enterprise-level business process operations, analytical reporting, and related no-update, block-chaining AI-driven decision-support infrastructures required to magnify both the Kaizen, and the monetary benefits of one-button, SAFe-compliant, CI/CD DevOps-driven Agile Delivery Trains that both Standard Agility Operating Procedures, and highly prioritized, team-oriented technical sprint goals require.

Key Competencies

World-Wide Agile Program Management - Off-Shore/Multi-Site Team Management - Agile Information Design - Guest Relationship Management - Strategic Agility Planning/Implementation - International Business Development & Marketing - Agile Process & Continuous Optimization Leadership - Six Sigma Processes Improvement - Risk Management - Agile E-Commerce Implementation - Business Intelligence - JIT Data Warehousing - Healthcare MDM - FHIR-based Integration - FHIR/HL7 Manipulations & Transformation - Agile Enterprise Data Modeling - Knowledge Management - Agile Transformation Management - Creative Culture/Community Building - Agile/JIT IT & Business Integration – Big Data/Block Chain Leverage

Professional Training

- Collaborated with Bob Hopewell, Grandfather of Scrum/Agility, to create Global ICMS, IBM
- Certified Agile Leader Intensive Workshop, Agile for All with Peter Green (of Adobe fame)
- Visioning Workshop and JAD Session, CBIS
- Strategic Selling and Guerilla Sales Techniques, IBM/Summa
- Project Management in a Changing World, CBIS
- Productivity Management (PMBOK), Keane
- Effective Negotiating®, CBIS/Karras
- Effective Sales Proposal Writing, CBIS
- SOA Principles and Practice, TIBCO
- Conflict Management and Resolution, CBIS
- Lotus Accelerated Development Method, USConnect/IBM
- Joint Application Design (JAD) Facilitation, IBM
- Rapid Application Development Methodology and Advanced RAD, IBM
- Data Warehousing Design and Implementation, IBM

- Enterprise Data Analysis and Design, CBIS
- OOA, OOD and Java, IBM
- RUP and J2EE, CIBER
- E-Business Architecture and Method Blue, IBM
- WebSphere Business Integrator, IBM
- Lombardi TeamWorks/IBM BPM Bootcamp, Cognizant
- MetaStorm BPM Boot Camp, OpenText

Professional Experience

Chief Agility Officer. Fitness Interface LLC. Willard, OH.

Mar 2010 to Present.

- **Led Product Delivery Teams as Scrum Coach at Freddie Mac through CAPCO**
 - Focused efforts on developing safe psychological space (“good Cynefin”) for team growth based on inclusive engagement, communication with candor, continual innovation, delivery of positive results, and careful challenge of the status quo
 - Led teams of 10 to 20 members through retrospectives for multiple teams to help them diagnose long-standing problems, and find an effective course of action for improvement.
 - Coordinated regular deliveries with Release Train Engineering Team
 - Prepared product summaries to build understanding, and cross-team communication
 - Conducted Daily Stand-Up
 - Employed Kaizen (the art of not doing what needs not be done) to identify suggested ways to improve facilitation of Story gathering, and efficiency in cooperative planning
 - Consulted with fellow Scrum Coaches to identify common challenges, and derive plans for transformation beyond them
 - Participated on “Agile for All” team to help spread Agile Mindset thinking beyond IT practices
 - Technologies/Techniques: JIRA, Mural, Lean Coffee Table, Kanban, Scrum, Fist of Fives, DevOps RTE
- **Optimized Healthcare Agility with FHIR/HL7 Compliance at Humana through TCS**
 - Served as Lead IT Architect, Scrum Master & Agility-at-Scale Change Agent
 - Team of Teams Size: 200/Immediate Team Size: 50
 - Technologies/Techniques: SAFe Agility Roadmaps – FHIR 4.0/HL7; Full Line of Azure DevOps Services & Azure-compliant third-party integration; HMI - AngularJS; EIS - JSON, XML, X12-835/837 for CMS, States & Billing Providers; Azure Native Cloud Components, COSMOS DB, Data Lake, Data Factories, Micro-Services, and Utilities; IBM - IIB, ODM, BPM; Oracle 12c & 18c
 - Led DevOps – Automic Software GmbH, Ansible, Puppet, Chef, GitHub
 - Engaged technical team in full life cycle of Agility ceremonies, each & every day
- **Delivered AI-ready Agility, and the products thereof as Scrum Master, Agility Coach, Managing Data Architect, and Player/Coach Developer**
 - Team of Teams Size: 10,000/Immediate Team Size: 3 to 50
 - Key Clients: JPMC, AAA, Bell Labs, NC Department of Taxation, Wells Fargo, Deloitte, MasterCard, United States Patent & Trademark Office (USPTO), DaVita, BS/BC FPC, XO Communications, VA/DoD eHR, Harris, Eisai, MITRE, IRS Affordable Care Act Conversion Office, VA Medical Records Division, United States Military Entrance Processing Command (USMEPCOM)
 - Technologies: Standard Agility Ceremony Guides - JIRA, VersionOne, Rally, Trello, Sparx Enterprise Architect; HMI – AngularJS; EIS - JSON, XML, Java full-stack, X12-835/837 for CMS, States & Billing Providers; FHIR 4.0/HL7; IBM - IIB, ODM, BPM; Oracle 12c; DevOps -
 - Automic Software GmbH, Ansible, Puppet, Chef, GitHub
 - Synthesized interdisciplinary sources for Coach-the-Coaches World Tour at JPMC
 - Mapped Dream-Believe-Dare-Do Pattern to Standard Retrospect-Plan-Check-Demonstrate/Release Pattern of Agility
 - Received Kudos for Innovative Thinking & Application of Knowledge from collaborating tour authors
 - Wrote Little Mustard Seed Starter Pack Trilogy to help transfer Agility principles to children of all ages
 - Innovated MUSIC-Oriented Redaction Engine Pattern (The MORE Pattern™) specifying Stateless, NO

UPDATE, Block-Chain-ready Architectural Alignment to efficiently & effectively address accelerating GDPR data management needs in our increasingly message-driven world served by an ever-expanding assortment of rapidly integrating Machine-Platform- Crowd micro-service clouds

- Invited to enable The MORE Pattern as Killer AI Pattern for implementation by DaVita SAFe Transformation Team, BC/BS NAS, Bell Labs, USPTO, Humana & others
- Received Recognition from Chief Architect of USPTO Transformation for demonstrating outstandingly infectious & highly practical No-Update, AI-Oriented Transformation Skills
- **Received Scrum Master Kudos for both quantity, and quality of independent value streams kept in flight simultaneously at Wells Fargo**
- **Saluted by Generals for applying Agility to successful, rapid ATO certification of VA/DoD eHR initiative, when otherwise, certification appeared to have been lost – Received Guest Satisfaction Award Recognition for same**

Scrum Master/Program Coach. TIBCO. Washington, DC.

Dec 2007 – Mar 2010.

- **Led Program Agility Transformation within the context of PMBOK EVM “Iron Waterfall” at DHS USCIS**
 - Team of Teams Size: 1,000/Immediate Team Size: 50
 - Client: Dept. of Homeland Security US Citizenship & Immigration Services (DHS USCIS)
 - Technologies: Agility – Earned Value Method Spreadsheet Macros, Microsoft Project; TIBCO - Active Matrix, Business Works, Business Events, Enterprise Message Services;
 - Oracle 11g; EIS - XML, NEIM; DevOps - GitHub
 - Received Personal Award as an Agility Leader & Team Award for Use of NIEM (the National Information Exchange Model), an early cognate of what has been transformed into FHIR 4.0 Resource & data interchange standard for the whole of the healthcare industry
- **Co-innovated framework for Entirely New Agile Contracting Vehicle at Federal Acquisition Requirements Level**

Executive Agile Architect. Cybervangelism. Silver Spring, MD.

Sep 2000 – Dec 2007

- **Led Enterprise Agility Transformations as Managing Architect & Scrum Master/Agility Coach**
 - Team of Team Size: 350/Immediate Team Size: 40
 - Key Clients: FEMA, 3M Johnson & Johnson’s, JWT, RBC Dain Rauscher, Mayo Clinic, WellsFargo, Nash Finch, Gulfstream
- **Led CIO-Level Modernization Initiatives based on IBM technology footprints resulting in Greater Enterprise Agility as Manager/Coach**
 - Team of Team Size: 10,000/Immediate Team Size: 12
 - Key Clients: CareFirst BCBS, Mayo Clinic, Aetna, UHc, Walgreens, Pfizer, Health Now (a Blue Cross Affiliate), ExpressScripts, Principal Financial, Horace Mann, Disney (pro bono)

Managing Architect. Telismart. Omaha, NE.

Jan 2000- Sep 2000

- **Led Lean Enterprise with XP Agility, JAD, and Storytelling Expertise as Scrum Master/Coach**
 - Executive Corp Size: 15/Immediate Team Size: 50
 - Led Executive Corp to be Agile First, align to Purpose, and synchronize Releases
 - Mentored both technical team members & business analysts in story creation, management & delivery
 - CIO declared enterprise 10x more efficient due to my demonstrated Agility Leadership
 - Hired & Trained BA Corp of 25+ in eXtreme Programming Storytelling & Agile Scrum Master/Product Management techniques

Productivity Manager. Keane NTT. Independence, OH.

Feb 1999 - Jan 2000

- **Led Six-Sigma-Oriented Agile Transformation as Scrum Master/Agility Coach**
 - Executive Corp Size: 5/Team of Teams: 10,000 World Wide/Immediate; Team: 10 – 12
 - Client: GE Quartz
- **Recognized by Jack Welch as the LEADING VOICE in Agile Transformation Planning at GE**

IT Agility Architect. IBM. Cleveland, OH.

Nov 1996 - Feb 1999.

- **Led game-changing WWW Modernizations as IT Architect, Scrum Master & Agility Coach**
 - Team of Teams Size: 100,000+ World Wide/Immediate Team Size: 50
 - Key Clients: Goodyear, Victoria's Secret, Target
 - Wrote Red Book Section on Transformational Leadership with Agility in accelerating delivery context of First Internet Revolution

Managing Architect. Transformation Consulting, Cleveland, OH

Mar 1994 - Nov 1996.

- **Made IBM First Ever & Largest Agile-at-Scale Enterprise**
- **Pioneered Scrum Master Role & Cynefin Framework**
 - Team of Teams Size: 100,000+ World Wide/Immediate Team Size: 12
 - Key Clients: IBM, Smuckers, McHale/USConnect, Jones Day
 - Collaborated with Bob Hopewell, Father of RAD, Grandfather of Agile
 - Helped Dave Snowden's KM Innovation Team Create Cynefin
 - Created Enterprise-Wide Intellectual Capital Management System at IBM
 - Delivered Accelerated Value of C2C integration using Lotus Notes & AVM – pre-Internet

Product Manager. CBIS. Cologne, Germany.

Aug 1988 - Mar 1994

- **Led competitive Agile teams delivering mobility solutions throughout Europe & the US**
 - Team of Teams Size: 100,000+ World Wide/Immediate Team Size: 50
 - Key Clients: T-Mobile, Swiss PTT, Dutch PTT, Cable and Wireless, McCaw Cellular
 - Pioneered Offshoring by reverse-offshoring to US with limited communications support
 - Built Global Team: Conference Calls, Faxes, & Low Speed/Fidelity Modems
 - Modernized Swiss PTT using Lean Enterprise techniques
 - Served as Scrum Master/Delivered Highly Detailed Sales Proposals with Agility
 - Built on-shore delivery partner network throughout Europe
 - Practiced the arts of both strategic marketing, and guerilla salesmanship
- **Created SAFE-compliant ARTs with Agile Team (before these terms were coined)**
 - Incorporated Enterprise Agility Analysis from Deming & JIT from Toyota
 - Experimented with Dream-Believe-Dare-Do Framework & NeXT AI boxes
 - Served RTE, Chief Tester, Product Master, Scrum Master & Agility Coach
- **Cross-pollinated IT requirements gathering process with storyboarding from cinematic & theatrical traditions in advance of the development of the Information Architecture sub- discipline**

Consultant. The Synergy Group. Chicago, IL.

Jun 1986 - Aug 1988.

- **Led IT Transitions from Mainframe to Departmental Computing Footprints to promote organizational Agility**

Education

08/1989-08/1990. Legal Studies. Chase College of Law. Highland Heights, KY.

- Completed First Year JD Requirements

09/1986-04/1987. Professional Certificate. DePaul University. Chicago, IL.

- Completed Computer Career Program with Honors, 1987

08/1983-05/1986. Bachelor of Philosophy. Miami University, Oxford, OH.

- Graduated Magna cum laude 3.8 GPA
- Nominated Phi Beta Kappa

08/1983-05/1986. College Prep. Willard High School. Willard, OH.

- Graduated Valedictorian: 4.0 GPA
- Received Senior Math Award & OSEA Regents Scholarship